

CALIFORNIA DEPARTMENT OF TRANSPORTATION

DUTY STATEMENT

CLASSIFICATION TITLE Office Assistant (Typing) Permanent Intermittent (PI)	DISTRICT/DIVISION/OFFICE Equal Employment Opportunity Program/ Discrimination Complaint Investigation Unit	
WORKING TITLE Office Assistant (Typing)	POSITION NUMBER 702-040-1379-	EFFECTIVE

As a valued member of the Caltrans team, you make it possible for the Department to improve the mobility across California by being innovative and flexible; reporting to work as scheduled; working cooperatively with team members and others; and treating others fairly, honestly and with respect. Your efforts are important to each member of the team, and those we serve.

GENERAL STATEMENT: Under the general direction of the Office Chief (SSMI) the Office Assistant (OA) (Typing) will perform a variety of general office duties within the Equal Employment Opportunity Program's (EEOP) Discrimination Complaint Investigation Unit (DCIU). The OA will be flexible in accommodating changing workload priorities as needed to assist areas within EEOP/DCIU. The OA demonstrates a positive attitude and a commitment to provide quality service that is accurate, timely and exceeds our customers' expectations.

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M) ¹	Job Description
60% (E)	Based on departmental needs, performs duties including, but not limited to: receiving, screening and directing incoming phone calls for EEOP/DCIU; responding to a wide variety of personnel inquiries; providing typed documentation for verification of interviews, complaints, findings, etc. The incumbent will perform general office duties such as filing, ordering supplies, and distributing mail. Assists in the preparation of DCIU case files. Provides assistance in scheduling meetings for DCIU cases. Pulls and prepares confidential documents for DCIU cases. Ensures document files are maintained according to the department's retention schedule.
30% (E)	Assists EEOP Analysts with typing and creating documents. Assists EEOP Analysts with preparing for and conducting trainings. Creates and updates Excel spreadsheets. Assists EEOP Analysts in scheduling meetings, reserving conference rooms, and audio/visual equipment. Greets staff from other offices, agencies, and visitors. Escorts guests to appointments, interviews, or meetings.
10% (M)	Provides backup to other staff in EEOP/DCIU as needed.

¹ ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned
MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others

SUPERVISION EXERCISED OVER OTHERS

None

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

Must possess good organizational skills, knowledge and practice of telephone reception techniques; ability to operate basic office equipment and computer programs such as Microsoft Office. Must possess a valid typing certificate with the ability to type 40 words per minute.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS

Incorrect information provided to the public and Department employees may damage the Department's credibility. Incorrect information to employees could have a serious impact on their employment benefits.

Responsible for complying with the Information Practices Act (IPA), Civil Code section 1798, et seq., by protecting departmental employees' confidential information, including, but not limited to, social security numbers, medical or employment history, education, financial transactions, or similar information. Failure to protect departmental employee's confidential information may damage DHR's reputation as a confidential organization and result in employee grievances or lawsuits. Intentional violation of this Act may cause disciplinary action, up to and including termination of employment.

PUBLIC AND INTERNAL CONTACTS

The incumbent has daily contact with EEOP/DCIU staff, the public, visitors, management, and other personnel throughout Caltrans and other agencies. The incumbent must maintain a good working relationship with all customers, internal and external. The incumbent must work with others in a cooperative and professional manner.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS

Employee may be required to sit for long periods of time using a keyboard and video display terminal. Employee must respond appropriately to situations. Employee may need to bend, stoop, and kneel. Employee must be able to organize volumes of varied documents. Employee must be able to multi-task and prioritize work.

WORK ENVIRONMENT

Employee will work in a climate-controlled office under artificial light. The work site may have limited viewing access to the outdoors and the incumbent will work in a cubicle office setting.

I have read, and understand the duties listed above and can perform them either with or without reasonable accommodation. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator).

Employee Name (please print)

Employee signature

Date

I have discussed the duties with and provided a copy of this duty statement to the employee named above.

Supervisor Name (please print)

Supervisor signature

Date